WHAT IS CLAIMED IS:

1. A method for certifying a software product's reliability, said method comprising the steps of:

    (a)   establishing a software certification laboratory;

    (b)   receiving the software product at the software certification laboratory;

    (c)   instrumenting the software product to collect a plurality of usage data and a plurality of failure data when the software product is being executed;

    (d)   providing the software product to a plurality of users;

    (e)   receiving the plurality of usage data and the plurality of failure data from each of the plurality of users;

    (f)   analyzing the plurality of usage data and the plurality of failure data; and

    (g)   issuing a certificate of reliability.

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